



Arizona @ Your Service

Arizona Board of Physical Therapists (BPT): Common Licensing System

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**On-line license renewal
made easy and efficient**

Many requirements, little time

To ensure that quality and professionalism maintain an appropriate level, the Board of Physical Therapists must manage the licenses of some 3,000 therapists across the state. The complex requirements of the

profession mean that this is not a simple or fast process. And increasing numbers put strains on department personnel. At the same time, physical therapists are no more inclined to want to waste time on administrative matters than are any other groups.



Efficiency in processing saves time for everyone

To improve its processes and its services to the professionals it supports, BPT turned to the Arizona Portal team for assistance. Research soon determined that with modest customization, Common Licensing System, already in use by several other Arizona agencies with somewhat similar needs and client bases, could work for BPT as well.

The results

Without starting from scratch or wasting valuable time, BPT has been able to launch online license

renewal processing and delivery for its 3,000 member therapists. Now, with just the click of a computer, physical therapists can go online, renew their licenses, make address changes, update educational accomplishments and pay required fees using any of four major credit cards...all in a matter of minutes. And they can accomplish this any time and anywhere they have computer access.

Some additional details

By building on an existing system, BPT contributed to cross-agency consistency statewide, while bringing its own solution on-line

more quickly and cost-effectively than would have been possible otherwise. Yet because it has been customized for this specific group, CLS helps the Board fulfill its mission of ensuring that physical therapists comply with state regulations designed to help deliver high-quality services within this important profession. This new approach saves time and effort for both individual physical therapists and for the Arizona board that serves and monitors them...so the board can deploy its staff to help its therapist clients with essential personal services, and so therapists can devote their time and care to patient clients.

We're glad we could help, working hand in hand with:

- Arizona Department of Transportation
Motor Vehicle Division
- Arizona Government Information
Technology Agency
- Administrative Office of the Courts
- Arizona Department of Economic Security
- Arizona Department of Environmental Quality
- Arizona Government University
- Governor's Office of Highway Safety
- Arizona Department of Insurance
- Arizona State Board of Naturopaths
- Arizona State Board of Pharmacy
- Arizona State Board of Physical Therapy
- Arizona Department of Public Safety
- Arizona Department of Real Estate
- Arizona Registrar of Contractors
- Arizona Schools for the Deaf and Blind
- Arizona Board of Technical Registration
- Arizona Department of Weights and Measures
- and many more

